



MEDICAL TEACHING INSTITUTION-MARDAN MEDICAL COMPLEX

[BACHA KHAN MEDICAL COLLEGE-MARDAN TEACHING HOSPITAL]

BIOMETRIC ATTENDANCE POLICY & STANDARD OPERATING PROCEDURE (SOP)

POLICY

General Introduction of automated solutions for improvement of performance of an organization and to strengthen its monitoring and accountability processes is a standard practice of the modern world and is now a prioritized policy of the Government of KPK.

Towards achieving this goal, MTI MMC Mardan has initiated process for development and deployment of various IT based solutions. One of the solutions developed and currently under implementation is Biometric Attendance System. The aim of this system is to monitor, check and control employee attendances towards justifying their productive hours and achieve organizational efficiency towards enhancing patient care and achievement of organizational goals.

MTI MMC MARDAN employees (MTI employees, Institutional Employees and civil Servants) are held to a higher level of responsibilities under the public trust, which demands effective and efficient use of public facilities in order to serve the public interest. Vast majority of MTI MMC MARDAN employees understand the fact that the use of working time public properties should always be in the public interest and not for individual or public gain, and public employees should not be paid for time they do not work that is not otherwise guaranteed to them (such as annual or sick leave). The public interest does not tolerate wasteful and abusive excesses such as padded payrolls or 'phantom' employees nor the wastage of earned time. Medical Teaching Institutions reform act 2015 dictates that all MTIs of KPK are entrusted with public resources and must be answerable for fiscal responsibly to those who have assigned such responsibilities to it.

- MTI MMC MARDAN hospital functional hours period begin at 12:01 am Monday of each week and ends at 12:00 am midnight on the following Sunday without any disruption.
- Regular working days are from Monday to Saturday (06) days for MTI MMC Mardan and Monday to Friday (05) days for MTI BKMC (Except Clinical Faculty - Monday to Saturday).



- Routine Working hours are scheduled so that all MTI MMC offices/departments including Consultants OPDs are opened by 8:00am and closed not earlier than 2:00pm.(Friday 8:00-12:00pm) Monday through Saturday (BKMC Monday through Friday) except on official holidays.
- KPK Government has substantially enhanced the pay and allowances of health sector employees particularly the doctors.
- As such, under the principles of 'public accountability', MTI employees should not be paid for time they do not work, except as otherwise permitted by leave policies.

Essentials of Biometric/RFID Electronic Clock Policy

- The Biometric/RFID electronic timekeeping system has hall become an official basis for recording time worked by MTI employees.
- All employees are required to "clock in" in at their entry time, "clock out" at their exit time according to their work schedule. A time of 30 minutes shall be given during their lunch/Prayer hour. Employees will "clock out" anytime they leave the office/Unit/department for more than twenty (20) minutes for non-work related matters, and "clock out" at the end of the workday.
- Any employees working at an off-site location or attending a training session, seminar or conference with the express written permission of their concerned Directors/Dean/Associate Dean, must report time worked to his or her immediate supervisor so that time worked is entered or modified and presented using an approved timekeeping method.
- Each supervisor and employee will be responsible for monitoring the recording of time worked. By signing the Time and Attendance record, the supervisor and employee certify the accuracy of the information as presented.
- Employees may not submit a Leave Request Form to modify his or her time and attendance record, unless prior approval by the department Head has been sought.
- Employees may not "call-in" and have other employees "clock-in" for them, unless prior approval by the Department head has been granted.
- In case absence of earned leave credit, will be deducted from salary.
- Employees who fail to account for any time missed from work for the established work hours and regular work period must follow existing policy for use of paid leave, or such absences from the work place shall be deemed leave without Pay/Will full absence.
- BIOMETRICS/RFID attendance system shall be synchronized with Payroll system of employees.



- “As a control and monitoring measure to bring efficiency to the system, biometric attendance shall be linked to the promotion and career advancement of the employees”
- In order to ensure proper time management as well as uninterrupted operation of the system; following standard operating procedures (SOP) have been devised for approval by BOG.

STANDARD OPERATING PROCEDURE (SOP)

1. TECHNICAL & OPERATIONAL RESPONSIBILITIES

- 1.1.** IT department MTI MMC shall be responsible for appropriate/updated record keeping of attendance & shall ensure smooth, uninterrupted operation, management & maintenance of software & hardware of the system.
- 1.2** IT department MTI MMC shall also be responsible for procurement, installation, rectification of faults, up-gradation and integration of the system.
- 1.3** Manager IT and Manager HR shall act as focal persons and be responsible for co-ordination among concerned Officers /Offices and ensure record /data entry in the system at HR department and other database and its updating, monitoring and generation of requisite reports as & when required as well as handle accountability process in the HMIS perspective.

2. ENROLLMENT THRESH

All Officers / Officials of MTI MMC Mardan from BPS-1 to BPS-21 shall be enrolled in the system.

3. TIMINGS/WORKING HOURS

(EMPLOYEES IN GENERAL)

- 3.1.** Official working hours required, to be adhered to in distributed hours or 40 hours a week, however adjusted by the concerned department. The minimum working hours for a week shall be 36. The hours shall apply to all shifts 08:00 hours in the morning till 8:00 hours NEXT MORNING.
- 3.2.** Officers / Officials will mark their attendance in the biometric device as per shift timings indicated below:

MORNING SHIFT: (As entry) 08:00 hours in the morning 14:30 hours in the afternoon.

EVENING SHIFT: 14:00 hours in the afternoon and at 20:30 hours in the evening

NIGHT SHIFT: 20:00 hours in the evening and 8:00 hours in the morning (as exit).



- 3.3. Employees marking their attendance within the first 30 minutes of their respective entry time shall not be considered late.
- 3.4. Those marking their attendance within first 60 minutes of their entry time shall not be considered late subject to the condition that TIME LOST earlier is compensated later in the day.
- 3.5. Officials leaving office /work place before admissible time or without marking the attendance or without completing prescribed hours on duty (where applicable), as the case may be , shall be treated as early departure amounting to half day attendance for initial three occasions in a month. An employee found leaving the work place earlier for more than three times a month: the employee will be considered absent for that day or days.it will be adjusted against casual /earned leaves.

3.6. FACULTY, TMOs AND ON CALL DOCTORS

3.6.(a) All employees of MTI MMC Mardan working as Clinical faculty shall complete assigned works hours a minimum of 36 hours a week over the 06 working days (Monday-Saturday) according to the Rota/Schedule circulated by the Chairperson/HOD of their concerned department in the beginning of the week / Month (as decided). A copy of the Rota shall be submitted to the Medical Director /Dean.

3.6(b) The Chairperson/HOD of every department shall be responsible for devising and timely circulation of the Duty/Rota of all concerned faculty members, Consultants/ Registrars /Trainee doctors. The Rota/Schedule shall be communicated to the IT/HR department well before hand to be incorporated in the automated biometric system. A copy of the Rota shall be submitted to the office of the Medical Director, Dean and HD.

3.6(c) The Rota shall explicitly identify all Planned Activities (PAs) of the Clinical consultants including OPD ,IPD, OR ,CMA ,Admin ,undergraduate and post graduate teaching schedules ,lectures and others duties as well as on CALL duties . Activities each day may be split into two planned activities (Pas) as AM and PM duties.

3.6(d) The Chairperson/Head of the Department shall be responsible for monitoring the attendance as well as the performances of their respective department staff and in case of any discrepancy shall issue advisory notes to the concerned staff, take corrective actions (admissible under law) as well as notify the offices of Dean ,HD and MD accordingly. Weekly Work-Plan of all HOD, faculty members and basic sciences teaching staff will be maintained at concerned directorates. Submission of update information



or about any changes in the duty schedules will be the responsibility of concerned officer.

The concerned manager HR will maintain the record and will submit it to Director Finance immediately after 20th of the calendar month counting absent days from 21st of the preceding month.

4. LEAVES IN BIOMETRIC PROSPECTIVE

- All leaves shall be dealt with in compliance with MTI MMC-MARDAN leaves policy issued by BOG.

5. RECORD /DATA TO BE ENETERD

5.1. All relevant data including working schedules, official holidays shall be entered into the system.

5.2. All kinds of leaves including casual leave, short leaves, official duties/visit programs, trainings, workshops, examinations, conferences and academic duties of KMU and CPSP etc. shall be entered in the system.

6. ROLES AND RESPONSIBLITTIES

6.1 Chairperson of the departments , Head of Units shall be responsible for monitoring and controlling the attendances of their respective staff on weekly basis and shall convey relevant information to Dean/Hospital Director/medical Director , who shall be responsible for overall control, ensuring optimum attendances as well as taking appropriate actions .Manager HR shall be responsible to ensure that copies of all kinds of notifications pertaining to employees working at MTI MMC Mardan i.e. postings / transfers , charge relieving & charge assumption reports, appointments, promotions , terminations, retirement and trainings.

6.2 The concerned Officers /Officials shall be responsible to provide copies of their sanctioned leaves, approved tour/visit programs, charge relieving and assumption reports and ensure their reports in the office of Manager HR and to concerned Administrative managers.

6.3 Manager IT and concerned DMS/Manager HR shall be responsible to ensure that requisite data / record of all employees are entered /updated in the system on daily basis.

6.4 Manager IT and DMS shall monitor the system and ensure rectification of any fault/errors/defect in the system and devices immediately.



6.5 Manager IT and Manager HR shall also be responsible and ensure immediate shifting /entry of data of those employees posted/transferred from one place /station to other, in the device installed at the place of their new posting.

6.6 Manager IT and Manager HR shall be responsible for immediate enrollment of Officers/ Officials in the system at the time of their initial joining.

7. PROCEDURE FOR RECORD /DATA ENTRY

Manager IT shall be responsible for entry of requisite data of all employees in the database.

8. ACCOUNTABILITY & ADMINISTRATIVE ACTIONS PATHWAY

A copy of the Biometrics regulations shall be communicated to all MTI MMC Employees for acknowledgement, understanding and compliance.

A copy of the undertaking shall be attached therewith for due signatures of the employees.

The Department Chairperson/Head of Units shall be responsible for monitoring respective staff attendances and as such shall play a significant role in ensuring sustainable implementation of the policy .They shall also ensure communication of all relevant information to the Dean/Medical Director/Hospital Director.

9. EMPLOYEES ATTENDANCE SHORT FALLS AND CORRECTIVE ACTIONS

- Three or more advisory notes in a year against any employee shall warrant one Warning Letter by the concerned authority to be placed in employee's personal file.
- Three or more warning letters in a year against an employee shall warrant initiation of disciplinary action under E & D rules against the employee.
- "In case of TMOs, same regulations of actions will apply except in that case the Authority taking the actions would be Associate Dean"
- Furthermore, in case of Non-Conformities such as unauthorized leaves, once thresh of available earned leaves is exhausted, the Biometric system (linked with the pay roll) shall deduct the salary of the employee.
- Any employee found guilty of tampering with the devices/system or any other misconduct regarding Biometrics shall be strictly dealt under E & D rules.



AUTHORITY RESPONSIBLE FOR INITIATING CORRECTIVE ACTIONS

<u>ATTENDANCE SHORT FALLS IN MONTHLY %</u>	<u>ACTIONS</u>	<u>AUTHORITY</u>
<u>0-20</u>	Advisory notes to the employee and information to the concerned Chairperson /Director/Dean	HOD/HOU
<u>21-30</u>	Warning Letters to the employees and to be placed in his/her personal file	Concerned Director /Dean
<u>31 and above</u>	Initiation of disciplinary action under E & D rules	Concerned Director/Dean

10. ACCESS TO THE SYSTEM

Other than Manager IT and Manager HR, BOG Chairman & Members and Secretary/Medical Director /Dean/ Hospital Director / Deputy Medical Director/ Deputy Hospital Director shall have access to the system. Minister for Health KPK as well as Secretary Health KPK shall be given access to the system.

11. COMMUNICATION OF INFORMATION

All information on monthly basis unless desired earlier shall be communicated to the Medical Director /Hospital Director/Dean, In case of faculty/consultant, Manager IT shall forward information /monthly reports to the Chairman BOG, through Secretary BOG.

12. MAINTENANCE OF RECORD /DATA

Manager IT, Admin Officer and DDMS shall ensure proper maintenance, safety and security of all files /record and data as per standard.



BIOMETRIC ATTENDANCE POLICY ACKNOWLEDGMENT FORM

EMPLOYEE NAME:

DEPARTMENT NAME:

EMPLOYEE ID:

DATED:

I _____ S/D/O _____
acknowledge that I have received a copy of the BIOMETRIC attendance policy. I
further acknowledge that I have read and understand the policy. This
acknowledgement shall serve as notice that I understand the duties and
responsibilities under the policy, and that I will abide by the above referenced
policy.

Employee Signature

Date



MEDICAL TEACHING INSTITUTION –MARDAN
[BACHA KHAN MEDICAL COLLEGE]
STANDARD OPERATING PROCEDURE (SOP)
FOR STRIKES/PROTESTS BY MTI EMPLOYEES

TAKING OF NOTICE BY IMC

1. There shall be zero tolerance for any halt of operation /disruption of work /hindrance in health care delivery at the MTI.
2. An area (well away from the points of operation activities/services delivery) shall be designated for PEACEFUL Protests, if at all. Peaceful protest can only be carried out after due intimation and acknowledgment of MTI’s authorities.
3. Upon the knowledge of any potential strike or protest by any cadre of employees, whether via NOTICES or other authentic means of information shall warrant an emergent IMC meeting solicited by one or more members and participation of all members shall be mandatory. A collective decision shall be taken to preempt the situation.
4. The District Administration, specifically the Deputy Commissioner shall be immediately informed of such a potential situation and if deemed appropriate, District Administration shall then impose section 144 and MPO in the area in and around the MTI premises (as per the government orders).
5. A fact-finding committee shall be immediately constituted to probe into any Non-Conforming incidents from there on.
6. The committee shall submit respective reports within two (02) days using all kinds of evidences/information (third party/ video surveillances etc.) to the relevant competent authorities as follows.

CADRE OF EMPLOYEES	COMPETENT AUTHORITY
Faculty members and other staff of The medical college	DEAN
HOs/MOs	Medical Director
Nurses/Paramedics & All Non-Clinical Staff of MMC	Hospital Director
TMOs	Associate Dean



ACTION TO BE TAKEN

- 7 Action against an employee /employees based on the facts shall be immediate and collective by the IMC, yet executed through the relevant competent authority.
- 8 In case of employees in BPS-18 and above, actions shall be recommended to the Chairman BOG being the competent authority.

ACTION PATHWAY

- 9 Action Pathway shall be as follows (As per Govt. Laws):
 - a) Immediate suspension of the employee/employees for ninety (90)days as per Government Rules;
 - b) Show cause notice for punitive action to be issued and answered within seven (07) days followed by personal hearings;
 - c) An appropriate order to be passed after personal hearing in compliance with E & D Rules.
 - d) As per section (5) of E & D Rules, in the presence of substantial evidence against any employee (third party /video surveillance etc.) amounting to gross misconduct (as defined under the law) , the employee any even be terminated from service with immediate effect by the concerned competent authority .